

TENETS

Accurate & timely intelligence shared by all

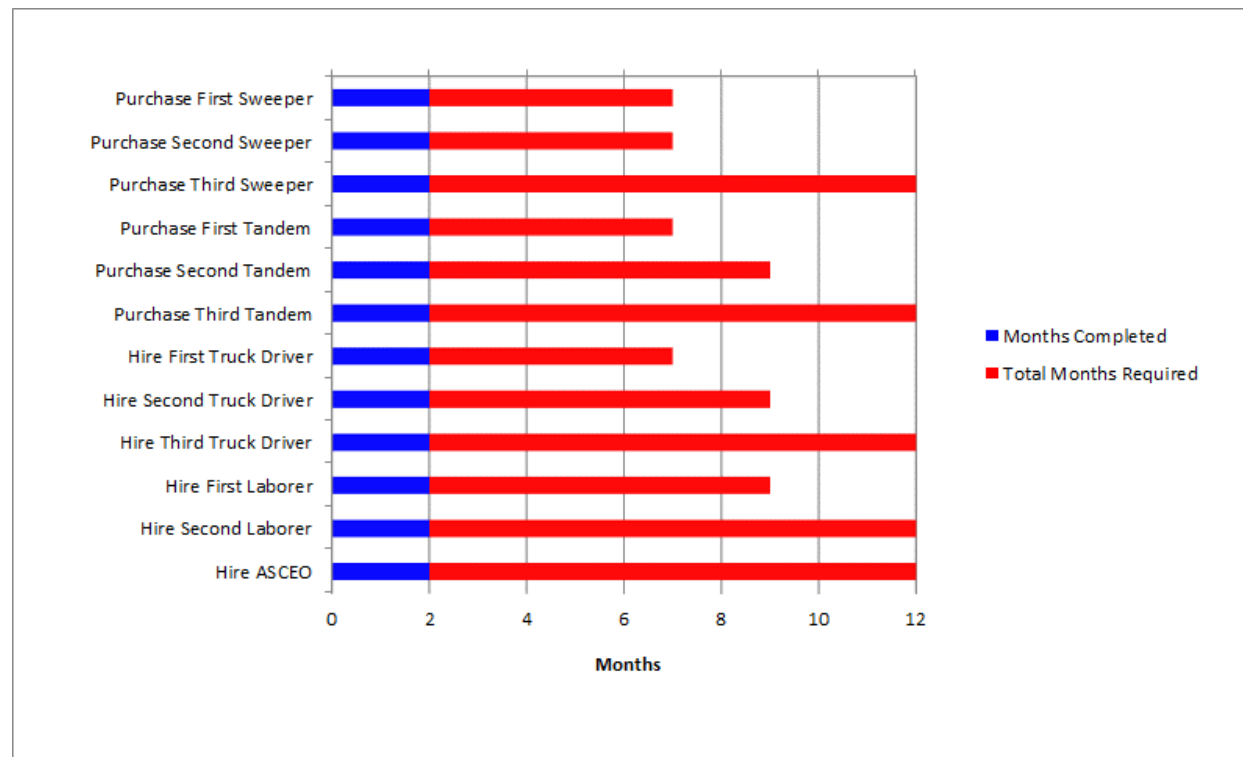
Effective tactics and strategies

Rapid deployment of resources

Relentless follow-up and assessment

Street Sweeper Daily Tracking (June 2016)			
	Days Swept	Average Miles Swept/Day	Total Miles Swept
Street Sweeper #02550	9	8.6	77.7
Street Sweeper #02551	17	9.7	165.1
Street Sweeper #02552	15	10.9	163.9
Street Sweeper #02553	20	17.6	351.7
Grand Total	61	46.9	758.4

Street Sweeper Daily Tracking (July 2016)			
	Days Swept	Average Miles Swept/Day	Total Miles Swept
Street Sweeper #02550	1	3.6	3.6
Street Sweeper #02551	19	10.7	203.1
Street Sweeper #02552	8	11.5	92.1
Street Sweeper #02553	9	12.5	112.9
Grand Total	37	38.3	411.7



Street Sweeping & Cleaning

Safer Streets

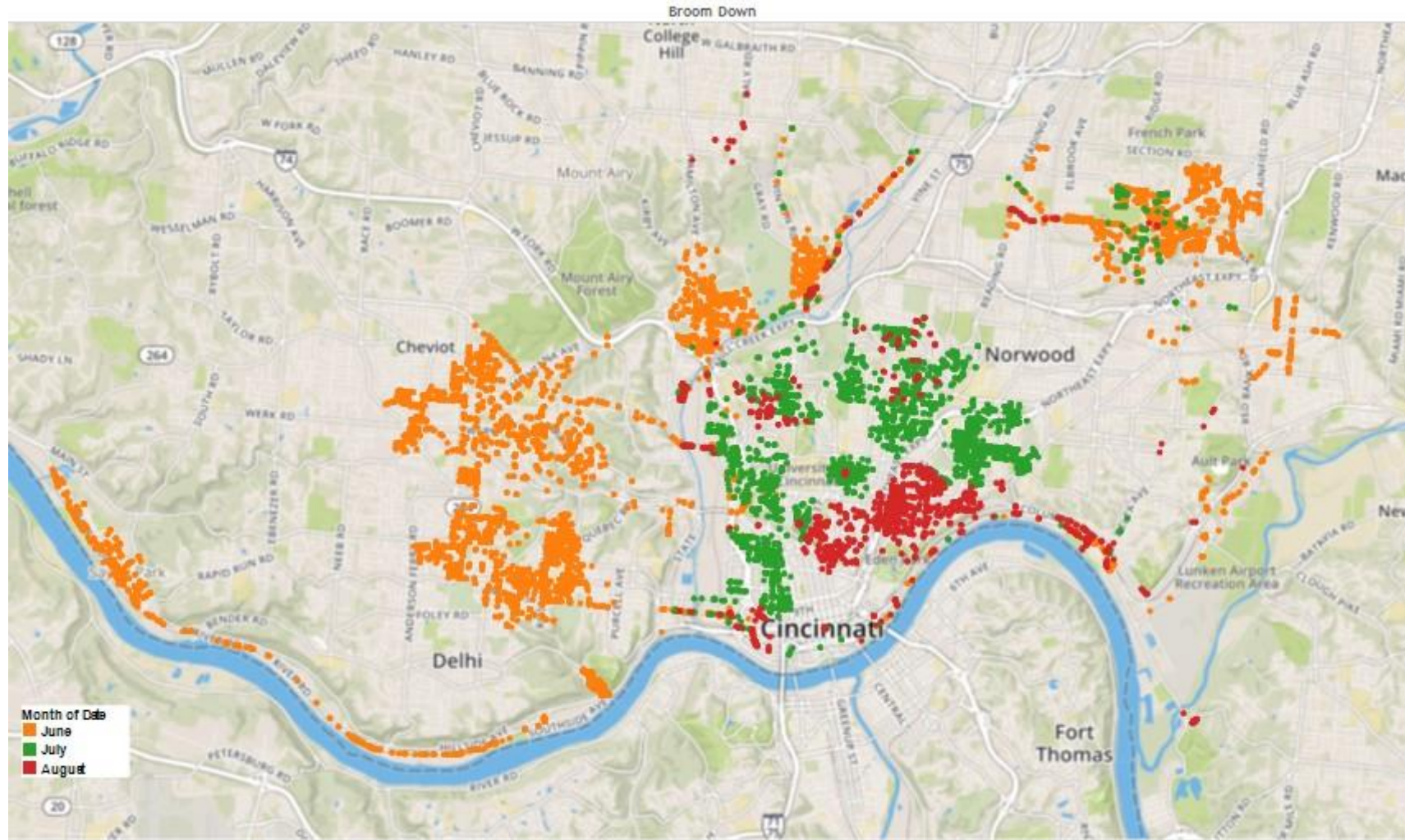
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Street Sweeping & Cleaning

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Identified Gateway/Right of Way Sites by Category & Maintenance Schedule

Identified Sites Citywide		
Site Categories		Total
Landscape "Plus"		45
Landscape		33
Gateway		31
Streetscape/ Landscape		7
Parks		6
Water Service		4
Streetscape		4
CitiRama		4
Bike		3
Other		2
Bridge		1
Public Art		1
Signage		1
Monument		1
Grand Total		143

Contract Type	Total
Regular Maintenance Schedule	106
Landscapes	33
Gateway	27
Landscapes "Plus" (multiple)	18
Streetscape/ Landscape	7
Streetscape	4
CitiRama	4
Water Service	4
Parks	3
Bike	3
Signage	1
Public Art	1
Monument	1
Orphans (no current maintenance)	24
Landscapes "Plus" (multiple)	24
One Time Involvement (no current maintenance)	13
Gateway	4
Parks	3
Landscapes "Plus" (multiple)	3
Other	2
Bridge	1
Grand Total	143

Greenspace and Neighborhood Cleaning



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Identified Gateway Sites Citywide	
Entities Responsible for Maintenance	Total
None: no maintenance	25
Private	20
Unknown	19
City of Cincinnati	10
Private Individuals	9
Community Councils	8
Civic Associations	7
Neighborhood Associations	6
Urban Redevelopment Corporations	5
Homeowner Associations	5
Business Associations	4
Improvement Associations	3
ArtWorks	3
Area Councils	3
Neighborhood Councils	2
P&G / Smale Trust	2
Kleingers & Association by Xavier	1
Towne Properties	1
Greater Cincinnati Visitors Bureau	1
OTR Foundation and Verdin	1
University of Cincinnati	1
Uptown Transportation Authority	1
Childrens Hospital	1
East Walnut Hills Assembly	1
Xavier	1
Duke Energy Convention Center	1
SORTA	1
McMicken Health Collaborative	1
Grand Total	143

Identified Gateway/Right of Way Sites By Entity & Maintenance Contract

Contract Type	Total
Unknown	93
RSP	19
MA	13
MA - Informal	6
MA RSP	5
GCWW Permit Private Owner	4
Development agreement	1
MOU - 06/19/2008	1
Permit	1
Grand Total	143



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Nearighborhood Cleaning (by Nearighborhood) Year to Date

Nearighborhood	# of Sites in Nearighborhood	# of visits (by DPS) to Nearighborhood	% of All Sites Cleaning (in Nearighborhood)
WEST END	47	114	93.6%
QUEENSGATE	15	14	93.3%
Camp Washington	26	47	73.1%
CARTHAGE	15	21	66.7%
Winton Place	11	16	63.6%
Winton Hills	16	15	62.5%
AVONDALE	36	39	61.1%
EVANSTON	20	28	60.0%
CLIFTON	17	20	58.8%
HARTWELL	25	48	52.0%
CENTRAL BUSINESS DISTRI..	35	19	51.4%
OAKLEY	43	22	51.2%
ROSELAWN	18	9	50.0%
MADISONVILLE	59	39	47.5%
Mt. Airy	21	9	42.9%
BOND HILL	24	11	37.5%
WALNUT HILLS	55	29	36.4%
LINWOOD	28	14	35.7%
Riverside	74	29	33.8%
College Hill	18	18	33.3%
PLEASANT RIDGE	12	4	33.3%
OVER-THE-RHINE/PENDLE..	82	30	32.9%
HYDE PARK	22	7	31.8%

Sedamsville	26	11	30.8%
Millvale/S. Cumminsville	36	12	30.6%
CLIFTON HEIGHTS/FAIRVIE..	58	25	29.3%
EAST END	40	13	27.5%
CALIFORNIA	20	5	25.0%
CORRYVILLE	17	7	23.5%
Mt. Washington	18	4	22.2%
Northside	75	24	21.3%
Westwood	52	35	21.2%
UNIVERSITY HEIGHTS	6	1	16.7%
Lower Price Hill	51	16	15.7%
KENNEDY HEIGHTS	13	2	15.4%
East Westwood	23	6	13.0%
SAYLER PARK	40	6	12.5%
EAST WALNUT HILLS	34	7	11.8%
Mt. Auburn	68	7	10.3%
WEST PRICE HILL	31	2	6.5%
MT. LOOKOUT	23	1	4.3%
Mt. Adams	35	1	2.9%
EAST PRICE HILL	55	1	1.8%
Columbia Tusculum	3	0	0.0%
E. End /Col. Tusculum	34	0	0.0%
Eng.Woods/N. Fairmount	48	0	0.0%
Fairmount	3	0	0.0%
PADDOCK HILLS	4	0	0.0%
Price Hill	1	0	0.0%
South Fairmount	32	0	0.0%
Grand Total	1,565	788	30.5%

Greenspace and Nearighborhood Cleaning

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	June		July		August		September		October		November		December		January		February		March	
	1 to 15	16 to 30	1 to 15	16 to 31	1 to 15	16 to 31	1 to 15	16 to 30	1 to 15	16 to 31	1 to 15	16 to 30	1 to 15	16 to 31	1 to 15	16 to 31	1 to 15	16 to 28	1 to 15	16 to 31
Review current DPS Greenspace Plan																				
DPS Inventory Greenspace parcels & review entity maintenance agreements (to determine responsibility for maintenance of Greenspaces around the City)																				
Review existing DPS Greenspace Maintenance Plan with DPS staff & supervisors																				
Begin implementation of DPS Greenspace Maintenance Work Plan																				
Work with CAGIS to add maintenance agreements to City Greenspace GIS layer			in progress (ongoing)																	
Reconfigure DPS greenspace lot maintenance (based on location & resources available) by week																				
Begin implementing reconfigured DPS Greenspace Maintenance Plan																				
Send email to Departments responsible for City greenspace maintenance & inventory tracking (to determine ownership of maintenance moving forward)																				
Track actual resources needed for greenspace maintenance (to determine resources actually needed)																				
Work with GIS consultant to rework & improve DPS Greenspace Maintenance Plan moving forward																				
Follow up on Department responses to email (City Departments' greenspace property inventory)																				
Obtain all City Greenspace property inventory & identify party responsible for maintenance																				
Continue adding maintenance agreements to Greenspace GIS layer			in progress (ongoing)																	
Assess Greenspace parcels DPS is responsible for maintaining (provides time for Departments to identify need based on maintenance responsibility)																				
Create new DPS(?) Greenspace workplan based on updated maintenance responsibilities																				
Implement new DPS(?) Greenspace Maintenance Plan to maximize City coverage of Greenspace areas for maintenance																				



Greenspace and Neighborhood Cleaning

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Greenspace Weekly Maintenance Plan

Update

2016 GREENSPACE PLAN (after)							
Begin Date	2016 East Greenspace Locations	2016 West Greenspace Locations	Total Hours/WK	Current Capacity	Difference	Difference/ Day	# Workers Needed
March 7, 2016	Madisonville, Oakley	Queensgate, West End	769.82	510	(259.82)	(43.30)	(7)
March 14, 2016	Clifton, Columbia Pkwy	West Price Hill, Westwood	359.31	510	150.69	25.12	4
March 21, 2016	East Walnut Hills, Evanston, Linwood	Beechmont Levee, Columbia-Tusculum, East End	2239.2	510	(1729.20)	(288.20)	(48)
March 28, 2016	California, Mt. Washington	Northside, Spring Grove Village	192.2	510	317.80	52.97	9
April 4, 2016	Hyde Park, Mt. Adams, Mt. Lookout, Walnut Hills	Camp Washington, Lower Price Hill, Sedamsville	1053.39	510	(543.39)	(90.57)	(15)
April 11, 2016	Corryville, CUF, The Heights	Cumminsville, East Westwood, Millvale	217.76	510	292.24	48.71	8
April 18, 2016	Mt. Auburn	North Fairmont, South Fairmont	321.51	510	188.49	31.42	5
April 25, 2016	Bond Hill, Paddock Hills, Roselawn	Norwood Lateral	220.38	510	289.62	48.27	8
May 2, 2016	Avondale, North Avondale	Carthage, Hartwell, Winton Hills	441	510	69.00	11.50	2
May 9, 2016	CBD, OTR, Pendleton	East Price Hill	246.49	510	263.51	43.92	7
May 16, 2016	Special Projects	College Hill, Mt. Airy	79.14	510	430.86	71.81	12
May 23, 2016	Major Projects	Columbia Pkwy		510			
May 30, 2016	Mt. Adams, Walnut Hills	East Westwood, Millvale, Cumminsville	417.04	510	92.96	15.49	3
June 6, 2016	Riverside, Sayler Park	West Price Hill, Westwood	1359.44	510	(849.44)	(141.57)	(24)
June 13, 2016	Kennedy Heights, Pleasant Ridge	Northside, Spring Grove Village	140.33	510	369.67	61.61	10
June 20, 2016	Norwood Lateral	Camp Washington, Lower Price Hill, Sedamsville	384.29	510	125.71	20.95	3
June 27, 2016	Major Projects	Major Projects		510			
July 4, 2016	CBD, OTR, Pendleton	Queensgate, West End	334.62	510	175.38	29.23	5
July 11, 2016	Avondale, North Avondale	Carthage, Hartwell, Winton Hills, Northside	545.61	510	(35.61)	(5.94)	(1)
July 18, 2016	Corryville, CUF, The Heights	North Fairmont, South Fairmont, 1/2 Riverside	639.02	510	(129.02)	(21.50)	(4)
July 25, 2016	Clifton, 1/2 Linwood	College Hill, Mt. Airy	530.46	510	(20.46)	(3.41)	(1)
August 1, 2016	Mt. Auburn, E. Walnut Hills, Mt. Adams	East Price Hill	679.72	510	(169.72)	(28.29)	(5)
August 8, 2016	Evanston, 1/2 Linwood, Kennedy Heights, Pleasant Ridge	1/4 Riverside	669.9	510	(159.90)	(26.65)	(4)
August 15, 2016	Columbia Tusculum, Beechmont Levee		606.58	510	(96.58)	(16.10)	(3)

Greenspace and Neighborhood Cleaning



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2016 GREENSPACE PLAN (after)							
Begin Date	2016 East Greenspace Locations	2016 West Greenspace Locations	Total Hours/WK	Current Capacity	Difference	Difference/Day	# Workers Needed
August 22, 2016	California, Mt. Washington, Bond Hill, Paddock Hills, Col. Parkway	1/4 Riverside, Winton Hills	619.31	510	(109.31)	(18.22)	(3)
August 29, 2016	Mt. Lookout, Hyde Park, Oakley	Sedamsville	571.07	510	(61.07)	(10.18)	(2)
September 5, 2016	Major Projects	Major Projects		510			
September 12, 2016	Major Projects	North Fairmont, South Fairmont, Saylor Park	564.07	510	(54.07)	(9.01)	(2)
September 19, 2016	Roselawn, Madisonville	Spring Grove Village	456.99	510	53.01	8.84	1
September 26, 2016	Avondale, North Avondale, Hyde Park, East Walnut Hills	Carthage, Hartwell	536.78	510	(26.78)	(4.46)	(1)
October 3, 2016	Kennedy Heights, Pleasant Ridge, East End	Norwood Lateral, East Price Hill	604.43	510	(94.43)	(15.74)	(3)
October 10, 2016	CBD, OTR, Pendleton, 1/2 Columbia Tusculum	Queensgate, West End, Lower Price Hill	658.72	510	(148.72)	(24.79)	(4)
October 17, 2016	California, Mt. Washington, 1/2 Linwood	College Hill, Mt. Airy, West End	682.7	510	(172.70)	(28.78)	(5)
October 24, 2016	Madisonville, Oakley	W. Price Hill	703.4	510	(193.40)	(32.23)	(5)
October 31, 2016	Mt. Auburn, 1/2 East End, Evanston	Westwood, So. Cumminsville, E. Westwood, Millvale, Mt. Airy	633.19	510	(123.19)	(20.53)	(3)
November 7, 2016		Riverside, Saylor Park	626.09	510	(116.09)	(19.35)	(3)
November 14, 2016	1/2 Linwood	Camp Washington, Sedamsville	652.94	510	(142.94)	(23.82)	(4)
November 21, 2016	Mt. Adams, Walnut Hills, Hyde Park, Mt. Lookout		669.9	510	(159.90)	(26.65)	(4)
November 28, 2016	Corryville, The Heights, CUF, Bond Hill, Paddock Hills, Roselawn	Saylor Park	761.45	510	(251.45)	(41.91)	(7)
December 5, 2016	Clifton, 1/2 Columbia Tusculum, 1/2 East End, Beechmont Levee		599.04	510	(89.04)	(14.84)	(2)

Greenspace and Neighborhood Cleaning



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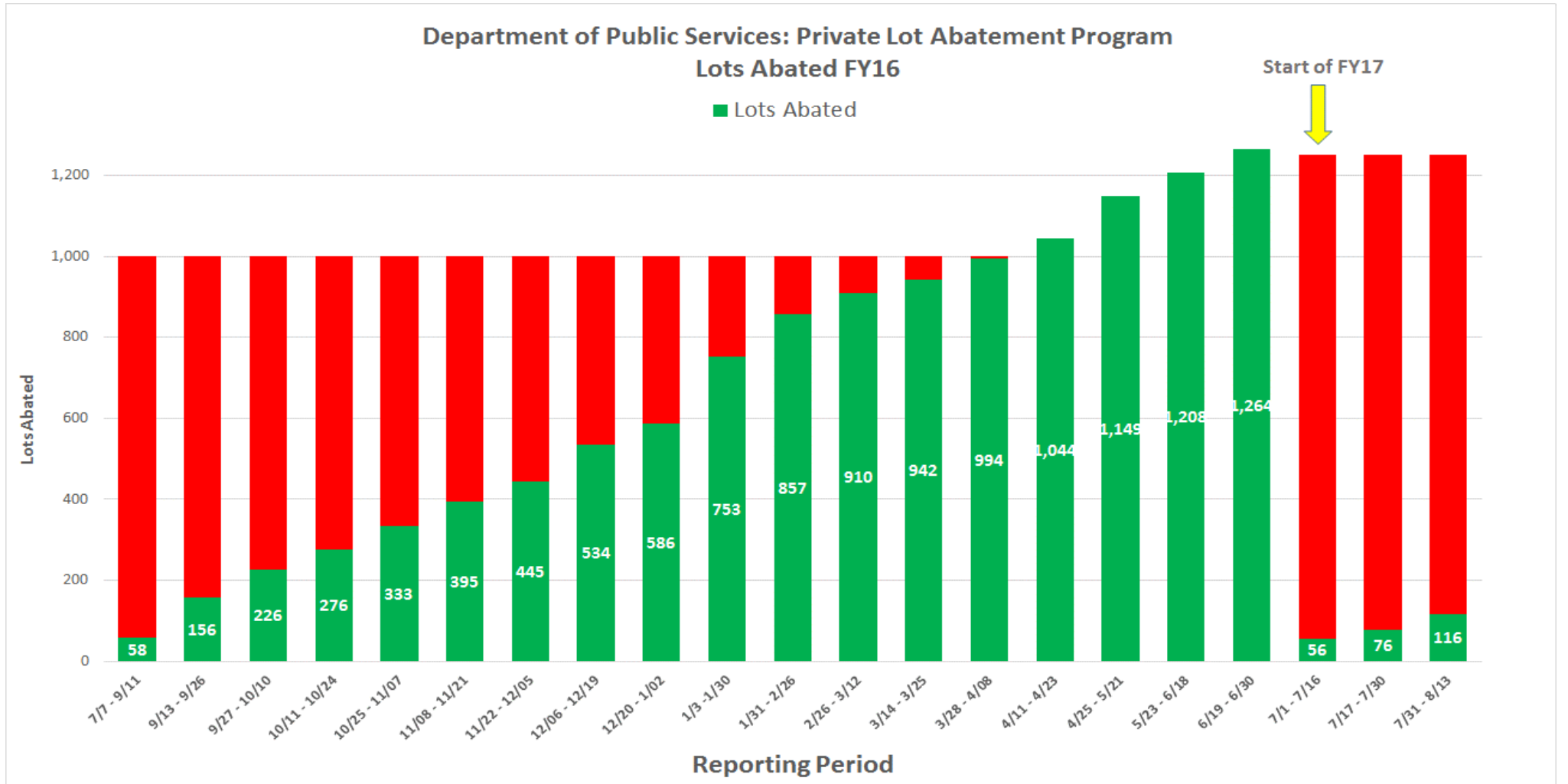
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Private Lot Abatement Program

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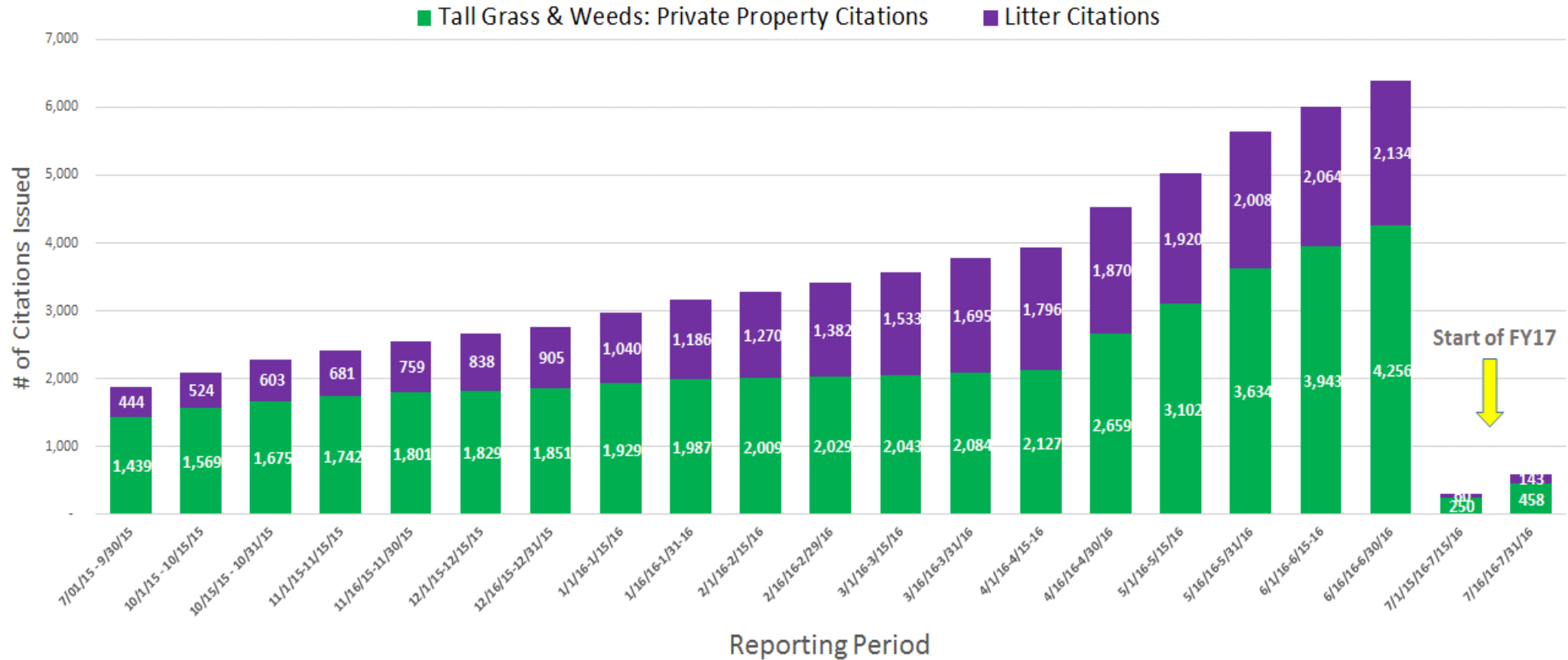
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Department of Public Services: Code Enforcement FY2016 Private Lot Abatement Program: Total Citations Issued



Objective: Private Lot Abatement Program

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Private Lot Abatement Program

FY2017 Revenue

FY 2017 PLAP Revenue Collection By Category & Month						
	Lot Abatement Fines (#8413)	Service Fees (#8784)	Assessments (#8916)	Total (per month)	YTD Total	Prior YTD Total (FY16)
July	\$75,095.43	\$602.27	\$0.00	\$75,698	\$75,698	\$49,257
August				\$0	\$75,698	\$114,764
September				\$0	\$75,698	\$166,528
October				\$0	\$75,698	\$209,396
November				\$0	\$75,698	\$252,595
December				\$0	\$75,698	\$304,237
January				\$0	\$75,698	\$342,649
February				\$0	\$75,698	\$396,347
March				\$0	\$75,698	\$451,666
April				\$0	\$75,698	\$510,020
May				\$0	\$75,698	\$579,650
June				\$0	\$75,698	\$698,751

FY 2017 PLAP Revenue: FY17 v. FY 2016 (YTD)				
	Lot Abatement Fines (#8413)	Service Fees (#8784)	Assessments (#8916)	Total
FY 2016	\$48,984	\$274	\$0	\$49,257
FY 2017	\$75,095	\$602	\$0	\$75,698
Revenue Increase	\$26,112	\$329	\$0	\$26,440

FY 2017 PLAP: Citation Revenue vs. Revenue Goals				
Lot Abatement Fines (#8413)	Budgeted Revenue Goal	FY 2017 Revenue	FY 2017 Projection	To Reach Goal
	\$600,000	\$75,095	\$901,145	\$524,905



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PLAP-related Collections Efforts

	FY 2015	FY2016 Jan	Feb	Mar	Apr	May	Jun
Law Collections-PLAP Fines, CMC 714 and 731							
Avg. age of fines at time of referral to law	112	153	182	124	43	42	47
# citations referred to Law for collection	6,366	864	249	924	194	852	798
\$ citations referred to Law for collection	\$10,009,620.00	\$1,307,608.00	\$429,838.00	\$1,657,231.00	\$307,129.00	\$1,864,975.00	\$1,301,431.00
# citations collected by Law	328	11	23	48	34	41	60
\$ citations collected by Law	\$140,883.00	\$5,148.00	\$10,524.00	\$18,575.00	\$19,770.00	\$22,555.00	\$29,353.00
Avg days between Law referral and payment (all payments)	515	533	688	644	448	344	410
Avg days between offense date and payment (all payments)	674	660	855	780	608	503	598
# referred to Outside Collection Firms	2,244		325	127	122	252	956
\$ referred to Outside Collection Firms	\$2,603,021.00		\$245,156.00	\$220,238.00	\$206,988.00	\$326,669.00	\$1,306,080.00
Avg age (days) once referred to Outside Collection Firms	446		633	249	275	491	411
# total outstanding that has not been referred to Outside Collection Firms	4,372	657	110	670	138	735	713
\$ total outstanding that has not been referred to Outside Collection Firms	6,617,715	972,471	134,800	1,130,423	178,404	1,528,050	1,121,338
\$ referred to Outside Collection Firms	2,603,021		245,156	220,238	206,988	326,669	1,306,080
\$ Received from Outside Collection Firms (total minus their % charge)	221,930	18,821	21,198	21,311	11,379	17,528	25,702



Private Lot Abatement Program

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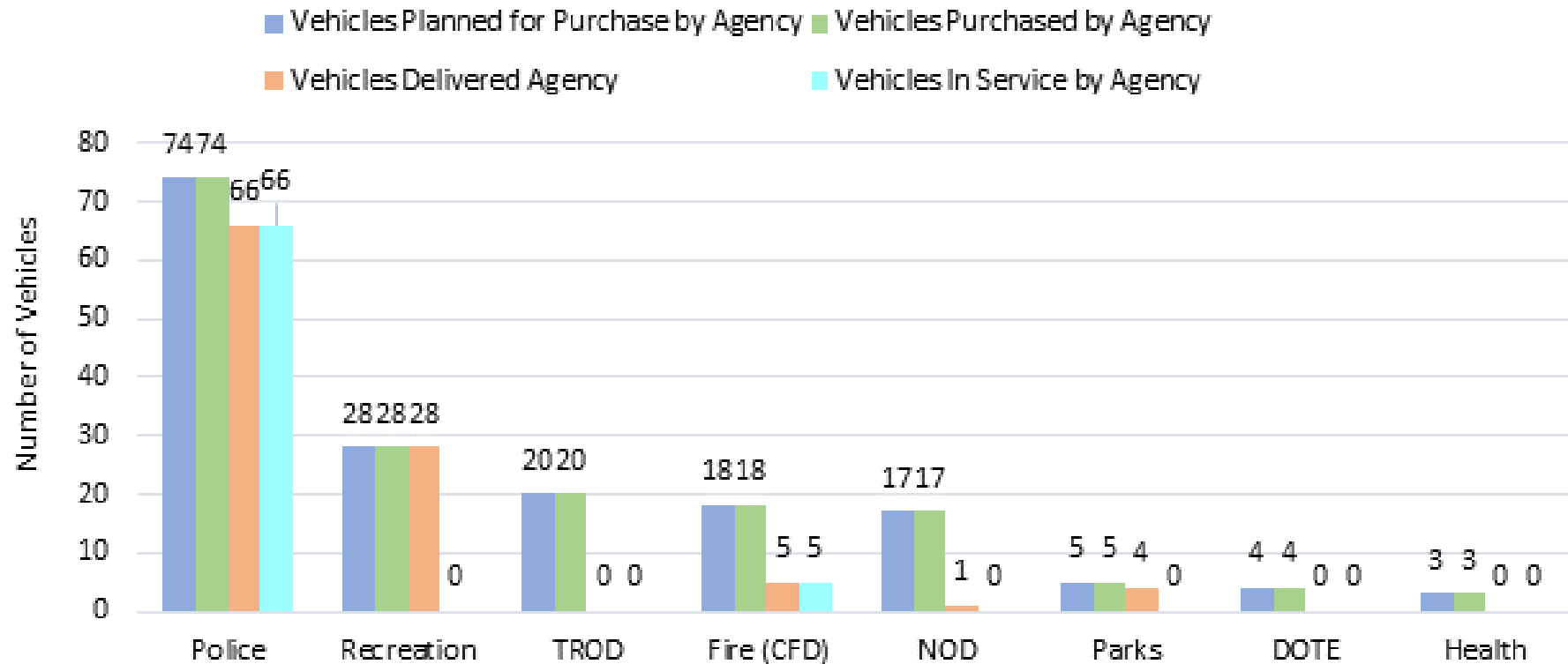
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Fleet Acquisition Activity



Fleet Procurement

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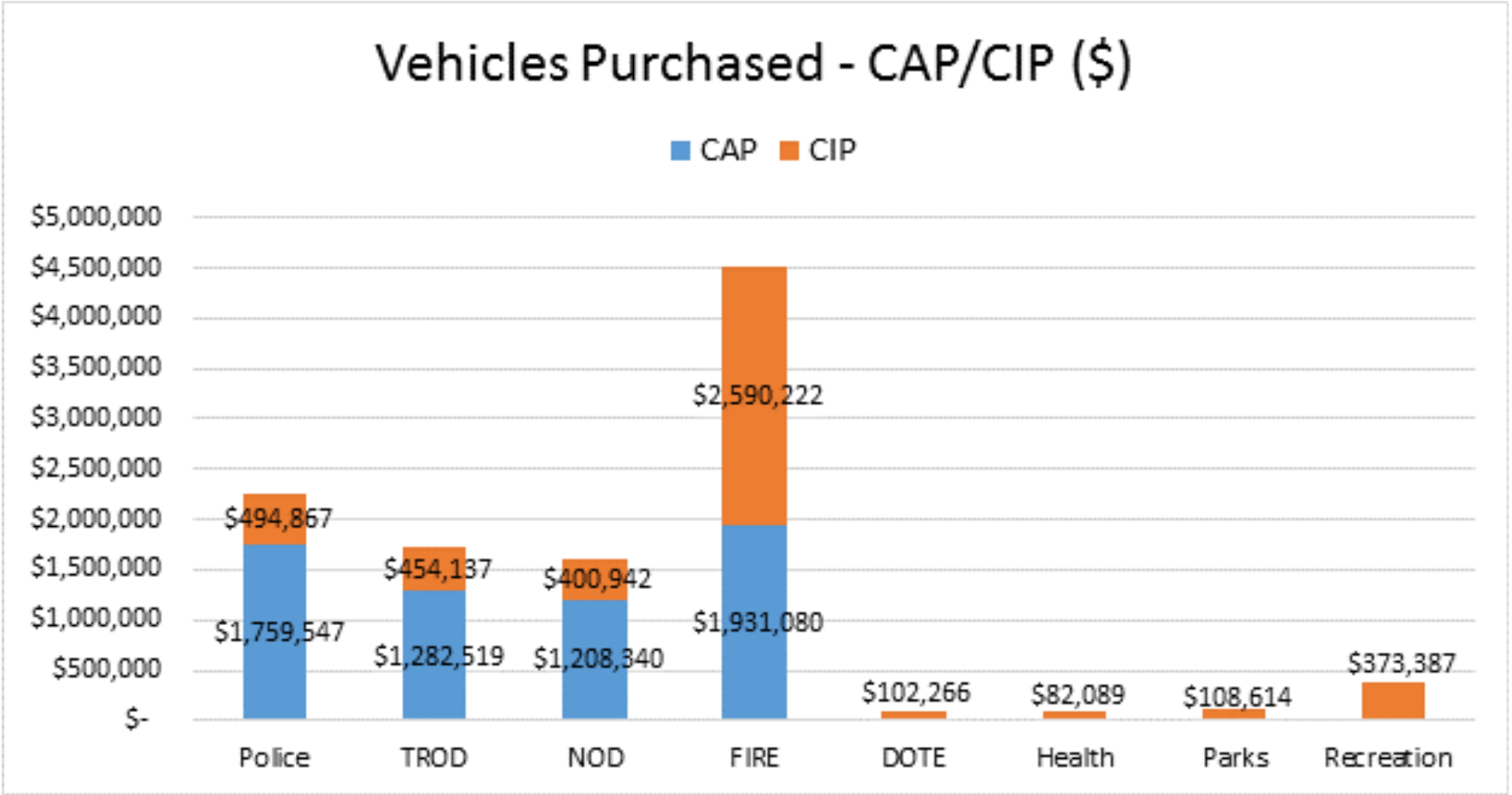
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Objective: Fleet Procurement



Fleet Procurement

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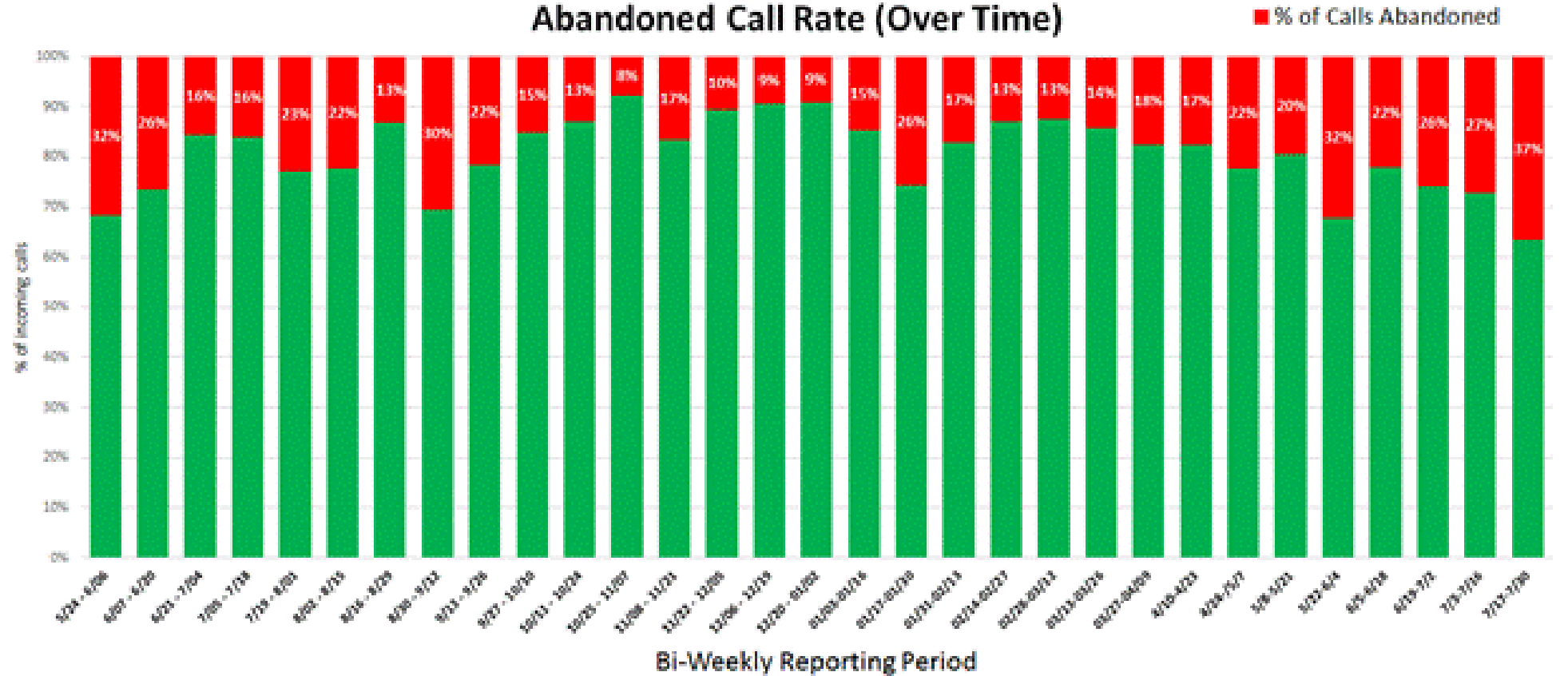
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Department of Public Services: Customer Call Center Abandoned Call Rate (Over Time)



Customer Call Center

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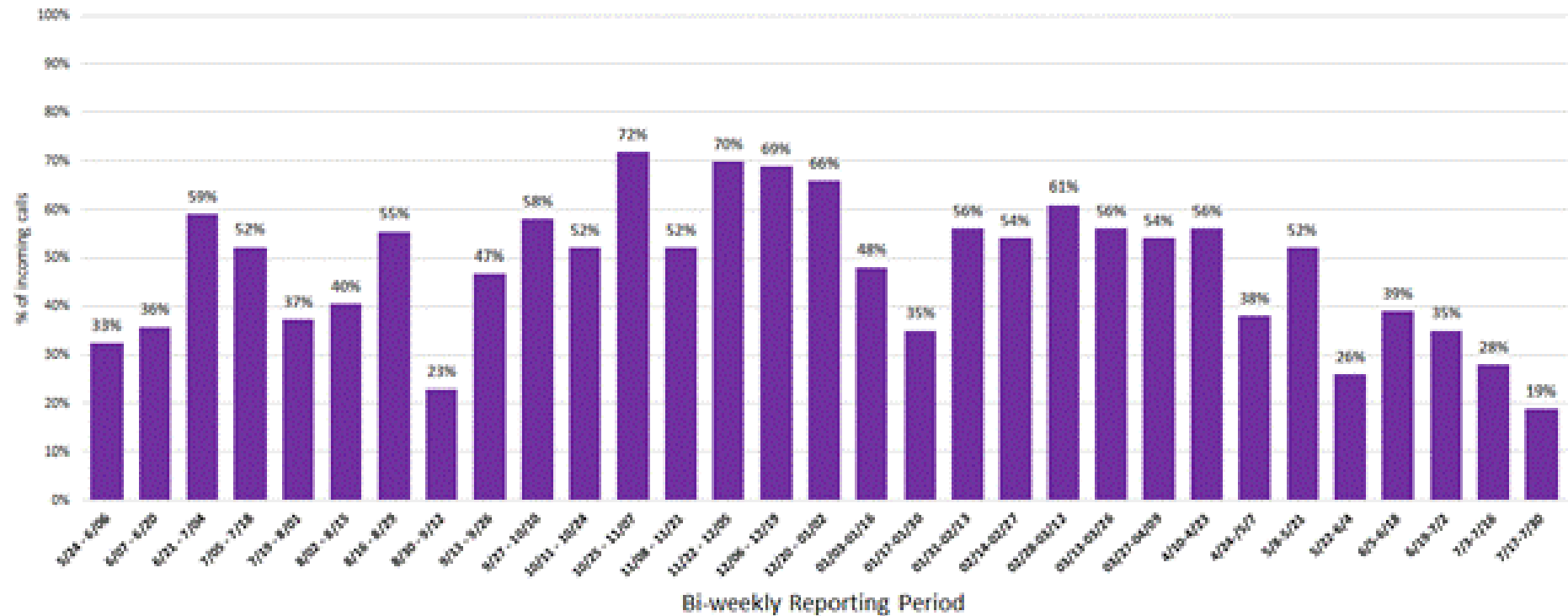
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Department of Public Services: Customer Call Center % of All Calls Answered in 90 Seconds or Less



Customer Call Center

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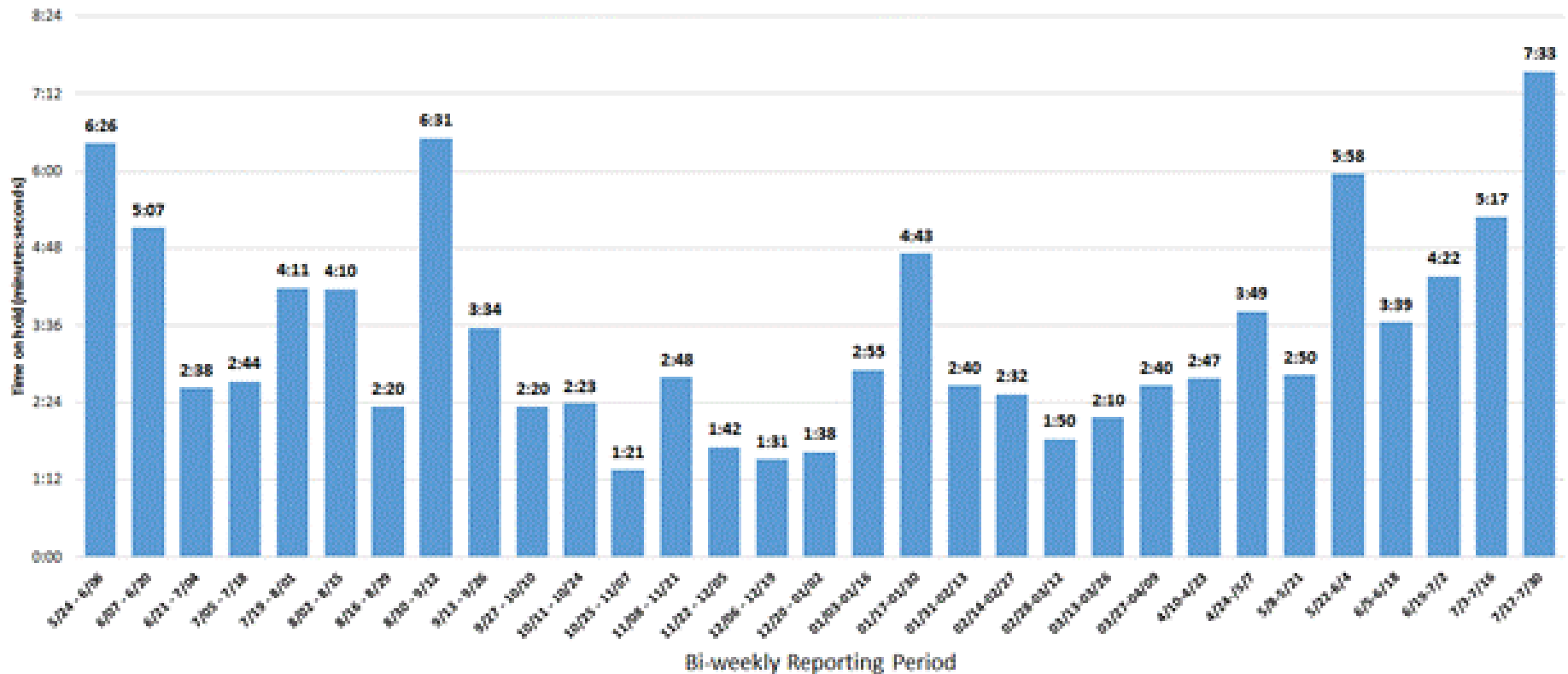
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Department of Public Services: Customer Call Center Average Time Customers Spend on Hold



Customer Call Center

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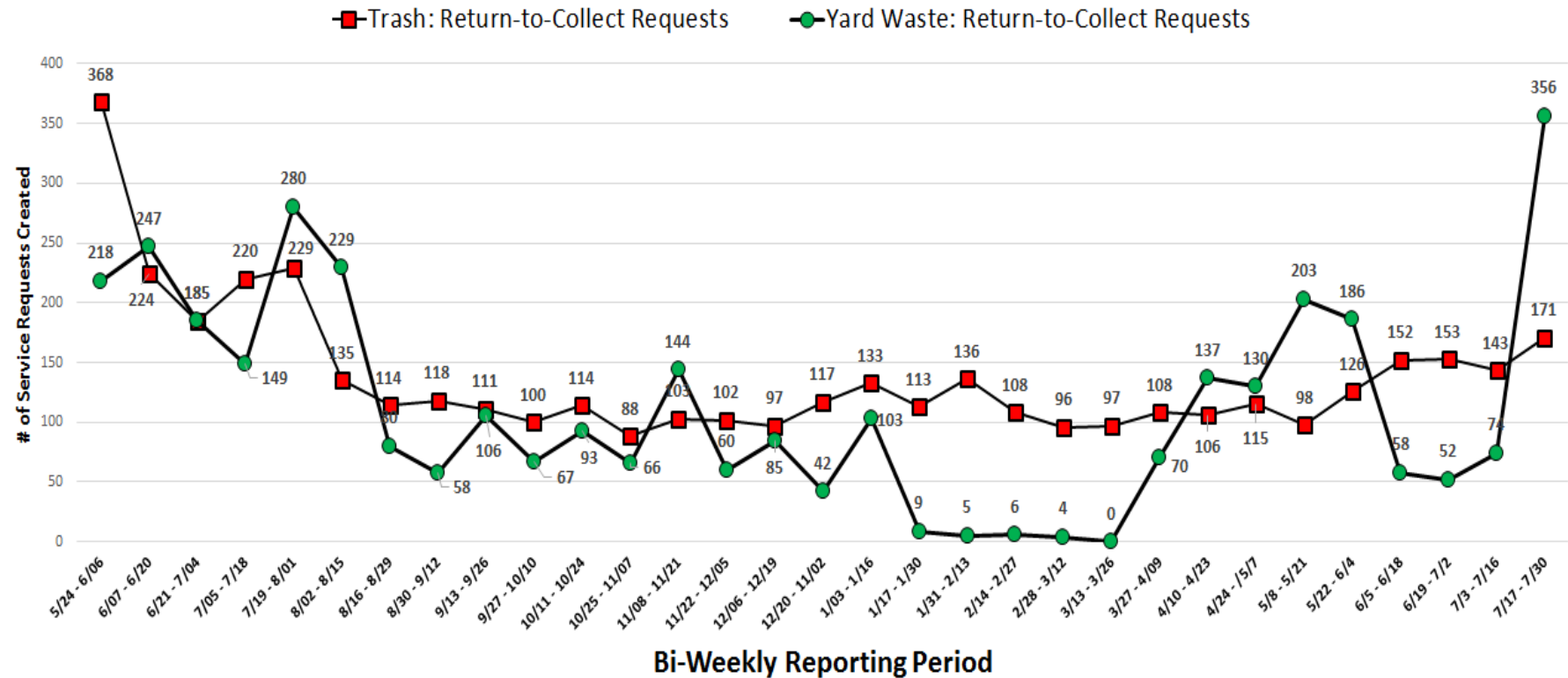
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Department of Public Services: Neighborhood Operations Division Volume of "Return-to-Collect" Customer Requests Over Time



Customer Call Center

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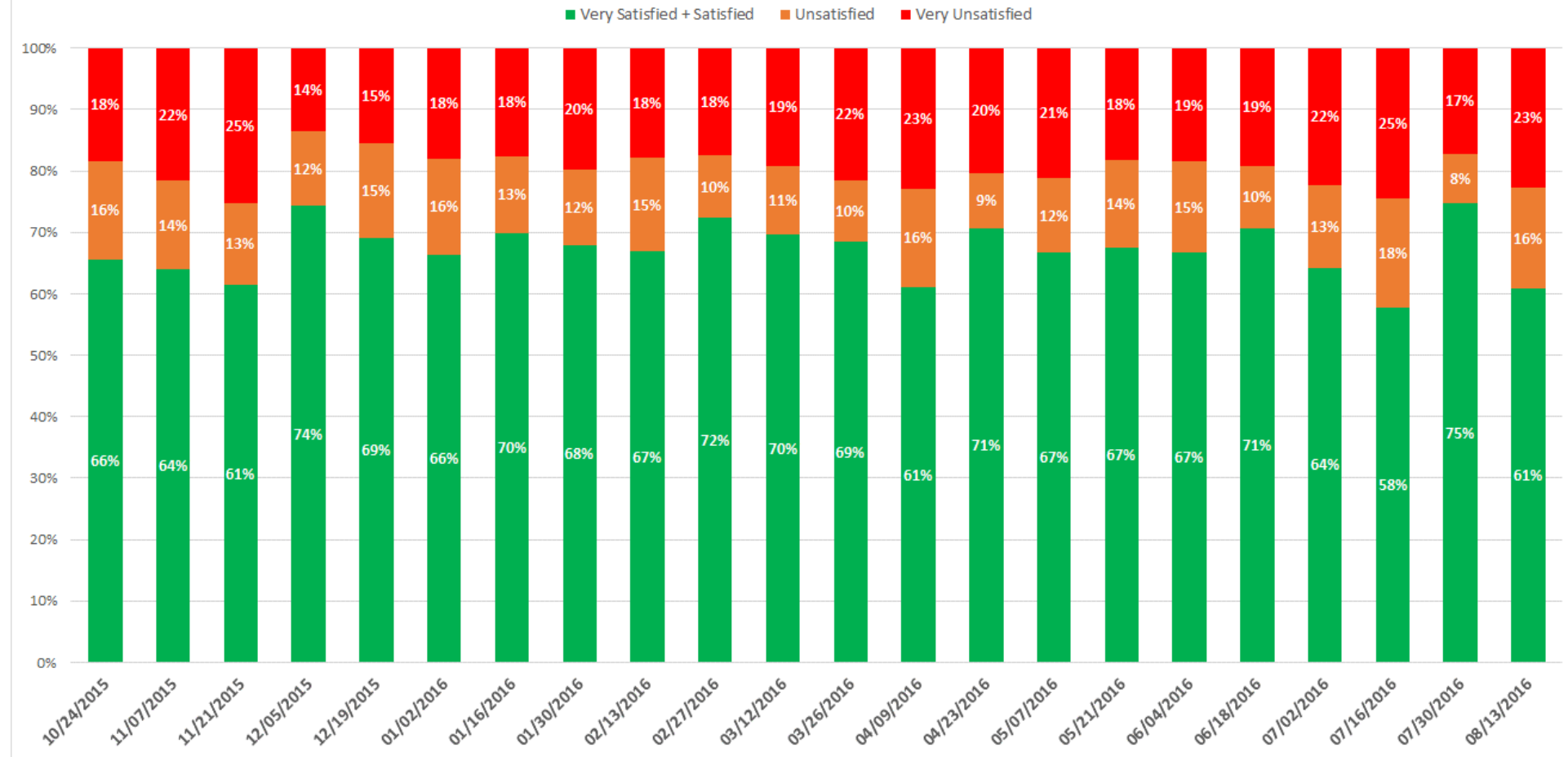
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Department of Public Services: Overall Customer Satisfaction



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